



MULTI-CONCEPT

Digital business power since 1999

Work smarter
not harder



Agenda

- Company Overview
- Mission and Vision
- Core Values
- Services and Solutions
- Technologies We Use
- Industries Served
- Key Projects
- Our Team
- Why Choose Us
- Client Feedbacks
- Certifications and Partnerships
- Contact Us



Company Overview

- Founded in year 1999, we are a team of experienced business designers and technology experts, with a worldwide network of specialists. Our company headquarter is in the canton of Schwyz, Switzerland and we operate worldwide.
- We are trusted partners for business automation and provide professional services in Business Automation, E-Commerce, Marketing Automation, Product Information Management, Interface Management and ZOHO solutions to help you achieve your business goals.



Mission and Vision

Mission:

To empower businesses by advancing their digital transformation through efficient cost management, streamlined data processes, process automation, E-Commerce solutions, and impactful online marketing strategies.

Vision:

To be the trusted partner for businesses worldwide, driving digital transformation and business automation through innovative, tailor-made solutions that are practical, achievable and impactful.



Core Values

We value partnership-based, long-term relationships. Transparency and measurable results are at the core of our work, ensuring you achieve your goals effectively.

Trust us to transform your vision into reality.

Your success is our success.



Services and Solutions

- We specialize in designing innovative concepts for business automation, corporate software, data management, CRM, interface design, E-Commerce, Marketing Automation and ZOHO business solutions.
- We specialize in automating business processes across sales, administration, marketing, finance, and other departments.
- From tailored solutions for small businesses to complex, fully automated, and intelligent sales platforms, we deliver the right solution to meet your needs.
- We ensure all elements of your online marketing work seamlessly together to drive high sales performance.
- Your data is one of your most valuable assets — our solutions ensure it is always up-to-date and accessible from the right places.



Services and Solutions

- Business Automation
- Marketing Automation
- Product Information Management
- Interface Management
- Forms Management
- Ecommerce
- ZOHO One



Technologies We Use

- Pimcore
- Magento
- Forms Management Tool
- Talend
- Wordpress
- ZOHO



Industries Served

Insurance

Education

Legal

Jewellery

Logistics

Healthcare

Manufacturing

Fintech

Construction

Handicraft

Renewable Energy

Retail



Key Projects

Client: Leading Pension Solution Provider, Switzerland

Challenge: Multiple platform to manage information. Legacy system integrations. User adoption and Experience.

Solution: Implemented PIMCORE as backend to manage data centrally with no restrictions. Integrated the system with leading fintech. Created website that offers great user experience.

Client: Group of rehabilitation clinics, Switzerland

Challenge: Development of an internal online store for orders of the entire group with different cost centers and departments. With integration of Azure and simple store management.

Solution: Development of Adobe Commerce (Magento) Magento with various individual customizations such as reports, address management and more.

Client: Pension-Plattform with different foundations, Switzerland

Challenge: Centralization of the data to keep the key figures up to date, management of the various foundation-dependent platforms on the various homepages

Solution: Implemented PIMCORE as backend to manage data centrally with no restrictions. Integrated the system with leading fintech. Created website that offers great user experience. Additional integration of Zoho products including CRM, page tracking and other providers



Key Projects

Client: Lifestyle company with collagen products, Switzerland

Challenge: Automation of the entire ordering process and invoices.

Solution: Different Zoho Products. Started with Zoho CRM, accounting with automation from online store to books, automation of the entire order process. The entire marketing process from social media to tracking all runs via Zoho. Integration of ticket solution for customer support, B2B store and more



Our Team

Roland Gauch
CEO/Founder

Abha Joshi
COO

Davide Gauch
Digital Project Manager

Niusha Bachtari
Digital Project Manager

Hafeni Nghidinwa
Digital Project Manager

Lucas Jenni
Senior Business
Consultant

Sabrina Buttlinger
Creative Director

Nitin Raghani
Digital Marketing Assistant

João Paulo Veloso Pereira
Digital Project Manager

Ved Dutt Sharma
Key Account Manager

Abhilekha Nirwan
Development Manager



Why Choose Us

Comprehensive Expertise Across Multiple Areas: We can provide **integrated solutions** that cover everything from product data management (PIM), cloud infrastructure, and data governance to analytics and AI-driven insights. This holistic approach can save you from dealing with multiple vendors and having to manage separate systems.

Expertise in PIM and Data Management: Our expertise ensures that your product information is **accurate, consistent**, and easily accessible across multiple platforms and channels. ensures that all your data (customer data, sales data, inventory data, etc.) is well-organized, secure, and optimized for insights. Effective data management leads to better decision-making, improved customer experiences, and more efficient business operations.

Scalable Solutions for Growth: We implement scalable data solutions that grow with you.



Why Choose Us

Data Quality and Accuracy: We ensure that all product data is accurate, updated, and consistent across multiple channels.

Cross-Channel Integration: We can provide integrated PIM and data management solutions that work seamlessly across various platforms. This ensures that all stakeholders, from your internal teams to customers and partners, have access to the same consistent and updated information in real time.

Enhanced Customer Experience: We help in better engagement, higher conversion rates, and increased customer loyalty.

Cost-Effectiveness: By opting for multi-concept as IT partner, you can potentially reduce costs associated with managing multiple vendors or systems. This streamlined approach can lead to better cost control, as the company will be able to leverage synergies between different services to reduce inefficiencies and operational overhead.



Client Feedbacks



Pascal Denzler

“We are very satisfied with Zoho One. Our Zoho partner, the Multi-Concept Group AG, provided us with very competent, committed and flexible support from the design stage through to implementation, training and ongoing operation. We benefited greatly from their extensive Zoho know-how from many other projects.



Peter Züger

CEO, Züger & Partner

“I thought about setting up a webinar, but it is very time-consuming and many questions have arisen. With Multi-Concept, I found a partner who was able to answer the complicated questions and guide me through the process in very simple steps. My webinar is live and I am very happy with the support I received from Multi-Concept.



Giorgio Girarducci

CEO, GreeniTech

“In our search for a partner, we came across Multi Concept. They have built a good webshop that is easy to use and very user-friendly for our customers. From that point of view, I can only recommend Multi Concept.



Our customers



Vivit-Holding AG



Varialine GmbH



Logista EG AG



Branchenorganisation
Infrastrukturbau



axians Schweiz AG



Fehr Braunwalder



PM-Care



Green-iTech



Gauch Feinest Import



DaCarbo



Velux Schweiz AG



Zahnarztpraxis Dentanova



Bank zweiplus



HOREGO AG



MDK Fitness



CP Pump Systems



Lealta Freizügigkeitsstiftung



ICM Payroll AG



Microcut Ltd.



Almedica AG



Brentford AG - ICT



Liberty Green Vorsorgestiftung



Sparring academy



Certifications and Partnerships

ZOHO – Gold Partner for all ZOHO apps.

Pimcore – Gold Partner. 9 certifications across consultants and developers.

Magento – 10+ years of experienced experts.



Contact Us

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Thank You!

Thank you for considering Multi-Concept.

We look forward to partnering with you.

